



Home from Home Property Care

[**www.homefromhomepropertycare.co.uk**](http://www.homefromhomepropertycare.co.uk)

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Changeover

A clean, well-presented and well-maintained property is paramount to the success of any holiday home. Home from Home deliver a very high cleaning service suitable for all types of properties. To ensure that the highest standards are maintained at all times a trained supervisor will check off all areas of the clean.

Change Over Clean:

The change over clean is a fixed rate, comprehensive clean of the property completed to company standards after the departure of guests. Home from Home ensure all traces of the previous guests are removed, make up all the beds with fresh linen, provide fresh towels and arrange welcome packs.

Any property maintenance issues that are identified are reported to the management team immediately who will either resolve the issue themselves or co ordinate with our team of specialist contractors.

Linen:

As part of the change over clean we are able to offer a full linen service if required. The advantage of this arrangement for owners is that there are no upfront costs to purchase multiple sets of linen and towels and no ongoing costs for replacing worn, soiled items. In addition to laundering bed linen and towels we also launder mattress protectors, quilts and tablecloths when they need doing.

Mid Stay:

Where guests are staying for two weeks or more we will visit the property and change all the linen and towels mid stay at a time, which is convenient to the guests.

Vacant Refresh:

If your property has been empty for 7 days or more we carry out a checking and refresh service. Home from Home will ensure all lighting, appliances, heating and hot water are all in working order and remove any build up of dust.

Welcome Packs:

We strongly recommend providing a welcome pack for guests. We have a selection of packs available or we may use items as provided by you. Either way our Property Manager will ensure that they are arranged and waiting for the guests' arrival.

Guest Liaison:

Incoming guests are contacted in advance by the Property Manager to formally introduce themselves and discuss arrival procedures and requirements. Both Home from Home contact details and that of the Property Manager are also left in the property. This is an essential and necessary procedure should there be a question, issues or a maintenance fault during the holiday.

Cleaning

Deep clean:

Home from Home highly recommend that rental properties have a deep clean at least once a year where the property is cleaned from top to bottom including carpet cleaning, refreshing the curtains and steam cleaning the kitchen and bathrooms. This is normally done before the beginning of the new season.

Vacant Refresh:

Ideally suited for all properties left empty for a period of time.

Communal Areas:

Customers can purchase a regular schedule of cleaning for specific communal areas available at a frequency of their choice. The specification will clearly include what cleaning is required and the number of hours to complete it.

Domestic Home Cleaning:

Ideally suited for second home and residential owners.

Maintenance

A well-maintained property is paramount to the success of any holiday home. Home from Home is delighted to offer this service to work on and care for your property. With our own team of reputable, reliable maintenance people and specialist contractors you can be sure that your home is in excellent hands at all times.

Gardening:

Garden maintenance, grass cutting and looking after landscaped gardens are all managed at a frequency and specification set by you. Weed spraying carried out by a qualified professional.

Electrical:

Electrical testing, repairs, certificates, maintenance, call outs.

Plumbing and Heating:

Repairs, plumbing, gas and boiler servicing, land lord certificates (mandatory requirement when letting your property), call outs.

Painting and Decorating:

A comprehensive decorating service using skilled and reputable decorators

We can also provide other services such as window cleaning, hot tub maintenance, carpet cleaning, locksmiths, pest control, weed control. What ever you need, you can be sure Home from Home will find the best and most competitively priced solution

Out of Season Checks:

We can visit your property (normally on a weekly basis during the winter months) on your behalf to check for forced entry, security, storm damage, pests, damp and any vandalism.

Specialist Services

Property Inventory:

For all our rental properties we can provide a comprehensive, detailed inventory listing all contents of your property at the start of the letting period.

Gas Safety Certificate:

For all rental properties with a domestic gas supply, it is a legal requirement to have an annual gas safety check carried out by a registered Gas Safe Engineer. The safety check will cover the boiler as well as any additional gas appliances such as cookers and fires.

PAT Testing:

To comply with the Electrical Safety Regulations. Though this service is not currently mandatory, PAT testing is highly recommended at least annually. This will ensure that electrical equipment is fit and safe for use.

Access Statement:

To comply with the Disability and Discrimination Act: This is a mandatory requirement by Visit Britain if you wish your property to be star rated. The Access statement is a written, clear and accurate and above all honest description of your property both inside and out. It provides guidance on access to all main facilities enabling a potential guest to make an informed decision as to whether your property meets their particular access needs.

Fire Risk Assessment:

This is a mandatory requirement for all guest accommodation.

Interior Design / Furnishings:

Furnishing a holiday home can take up a lot of time and work out very expensive. Home from Home can recommend an interior design company who have the skills in making the best of any space and can offer bespoke furnishing packages to suit you and your property.

Key Holding

By holding a set of keys Home from Home will always be able to respond to any emergency 24 hours a day relating to your home.